

Scott Walker
Governor

Dennis G. Smith
Secretary



State of Wisconsin
Department of Health Services

DIVISION OF LONG TERM CARE

1 WEST WILSON STREET
PO BOX 7851
MADISON WI 53707-7851

Telephone: 608-264-6726
FAX: 608-266-5629
TTY: 888-241-9432
dhs.wisconsin.gov

October 17, 2012

Dear Community Health Partnership Member:

You have received a letter informing you that Community Health Partnership (CHP) will no longer operate the Family Care or Family Care Partnership programs as of January 1, 2013.

As noted in our earlier letter to you, the Department of Health Services will contract with a new managed care organization (MCO) to provide Family Care services beginning in 2013. Last week, the Department announced our intent to award the contract to serve Family Care members in your area to Southwest Family Care Alliance.

You are currently enrolled in the Family Care program, which provides Medicaid managed long term care services. This letter provides additional information on the decisions you can make to receive your long term care services and supports in 2013, including the options available to you, what to do if you have questions, and how to exercise your choices.

- Attached is a guide on your choices for 2013, including phone numbers and resources if you have questions.
- A mail-in form is also attached to select your long term care services and supports for 2013.
- If you do not take any action before November 16th, Medicaid will enroll you in Family Care for your long term care services and your new MCO will be Southwest Family Care Alliance.
- Please know that you can change your choice at any time.

In addition, we have scheduled meetings in your local area if you have questions. However, you do not need to attend a meeting to make your choice.

The meetings will include staff from the Department, your local ADRC, the ombudsmen and their Medicare health plan and drug helpline staff, benefit specialists, and representatives from the new MCO - Southwest Family Care Alliance.

Please see the attached schedule for times and locations and, if you wish to come, feel free to attend the informational session that is most convenient for you.

We are committed to making sure that this transition is as smooth as possible and that you have the information to select the best option to meet your long term care needs in 2013.

Sincerely,

A handwritten signature in cursive script that reads "Pris Boroniec".

Pris Boroniec, Administrator
Division of Long Term Care

Guide for CHP Family Care Members

This guide provides information on the decisions you can make to receive Medicaid long term care services and supports in 2013, including the options available to you, what to do if you have questions, and how to exercise your choices.

Your Options for Medicaid Long Term Care Services and Supports

- **You can enroll in Family Care.** Family Care is a managed long term care program that has a care team to help you coordinate your services and supports. Your team helps you identify the outcomes you want and the providers that are available, and arranges and pays for your services. You also can choose to direct some or all of your services.

The new Family Care managed care organization (MCO) will be Southwest Family Care Alliance. This MCO will provide the same type of support for long term care that you now receive from CHP.

- **You can choose IRIS.** IRIS is a long term care program that allows people to direct all of their long term care services. In IRIS, people use Medicaid services along with an individualized budget that they use to purchase long term care services and supports. IRIS members develop their own care plan, with the help of a consultant agency and a financial services agency, and they recruit, hire train, and schedule all of their providers.

YOU CAN CHANGE YOUR MEDICAID LONG TERM CARE OPTION AT ANY TIME.

Help with Questions About Your Options

- ✓ For Medicaid long term care options and enrollment, contact your local ADRC or benefit specialist (See attached list).
- ✓ For additional assistance on Medicare options and long term care choices, contact an ombudsman at:
 - 1-877-338-3724 (toll free), if you are age 18 to 59; or
 - 1-800-815-0015 (toll free), if you are age 60 or older.

IF YOU TAKE NO ACTION BY NOVEMBER 16th, YOU WILL BE ENROLLED IN FAMILY CARE FOR YOUR LONG TERM CARE AND SOUTHWEST FAMILY CARE ALLIANCE WILL BE YOUR MCO BEGINNING ON JANUARY 1, 2013.

CONTACT INFORMATION FOR AGING AND DISABILITY RESOURCE CENTERS (ADRCs)

CHIPPEWA COUNTY

Name	ADRC of Chippewa County
Address	711 N. Bridge Street, Room 118
City, Zip	Chippewa Falls WI 54729
General #	715-726-7777
Fax #	715-738-2589
Toll Free #	888-400-6920
TTY/ TDD/ Relay#	Wisconsin Relay 711
Email	ADRC@co.chippewa.wi.us
Web	www.co.chippewa.wi.us/adrc/

DUNN COUNTY

Name	ADRC of Dunn County
Address	808 Main Street
City, Zip	Menomonie WI 54751
General #	715-232-4006
Fax #	715-232-5987
Toll Free #	
TTY/ TDD/ Relay#	715-232-1116
Email	dhs@co.dunn.wi.us
Web	http://dunncountywi.gov

EAU CLAIRE COUNTY

Name	ADRC of Eau Claire County
Address	721 Oxford Avenue, Room 1550
City, Zip	Eau Claire WI 54703
General #	715-839-4735
Fax #	715-839-4866
Toll Free #	888-338-4636
TTY/ TDD/ Relay#	Wisconsin Relay 711
Email	adrc@co.eau-claire.wi.us
Web	www.co.eau-claire.wi.us/adrc
Office Hours	Monday-Friday 8:00am- 5:00pm

PIERCE COUNTY

Name	ADRC of Pierce County
Address	412 W. Kinne Street
City, Zip	Ellsworth WI 54011
General #	715-273-6780
Fax #	715-273-6863
Toll Free #	877-273-0804
TTY/ TDD/ Relay#	715-273-5251
Email	hreweyco@co.pierce.wi.us
Web	www.co.pierce.wi.us
Office Hours	Monday-Friday 8:00am- 5:00pm

SAINT CROIX COUNTY

Name	ADRC of St. Croix County
Address	1101 Carmichael Road
City, Zip	Hudson WI 54016
General #	715-381-4360
Fax #	715-381-4308
Toll Free #	800-372-2333
TTY/ TDD/ Relay#	
Email	adrcinfo@co.saint-croix.wi.us
Web	www.sccwi.us/ADRC
Office Hours	Monday-Friday 8:00am- 5:00pm

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Pre-Print on the form from the CHP spreadsheet:

[First Name] [Last Name]
[Actual Mailing Address 1]
[Actual Mailing Address 2]
[Actual Mailing City]
[Actual Mailing State]
[MedicaidNum]
[Benefit Plan]

Selection of New Long Term Care Program

Because the Community Health Partnership organization is no longer providing the Family Care and Partnership programs in your area as of January 1, 2013, please indicate the program you wish to enroll in to continue to receive long term care services. Please sign and return the form in the envelope provided before November 16, 2012.

Indicate your choice below.

For my long term care services:

☐

I choose to enroll in Family Care

Family Care is a managed long term care program that has a care team to help you identify and arrange your services and supports. Your team helps you identify the outcomes you want and the providers that are available, and arranges and pays for your services. You also can choose to direct your services. Family Care provides the type of support for long term care that you received in Partnership.

Or

☐

I choose to enroll in IRIS

IRIS is a long term care program that allows people to direct all of their long term care services. In IRIS, people are provided an individualized budget that they use to purchase services and supports. IRIS participants develop their own care plan, with the help of a consultant agency and financial services agency, and they recruit, hire train, and schedule all of their providers.

I understand that if I do not make a selection by November 16th, I will be enrolled in Family Care and Southwest Family Care Alliance will be my MCO. I also understand that I can change programs at any time if I so choose.

Signature of Member/Guardian

Date

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Information Sessions for CHP Members

The Wisconsin Department of Health Services in collaboration with local partners invites members of Community Health Partnership, their guardians and families to attend one of the following information sessions. During the sessions you will hear about the program choices available to you, you will hear from the new agency that will be providing Family Care in the area and you will meet organizations, such as Aging and Disability Resource Centers and Ombudsman, that can respond to questions.

You are welcome to select the location and time most convenient for you.

Monday, October 22

2-4 pm OR 6-8 pm

Chippewa County Court House
Room 001 and 003
711 N Bridge Street
Chippewa Falls, WI 54729

Tuesday, October 23

2-4 pm OR 6-8 pm

River Falls Public Library
Lower Level Community Room
140 Union Street
River Falls, WI 54022

Wednesday, October 24

9:30-11:30 am OR 6-8 pm

Dunn County Government Center
Room 122/124
800 Wilson Avenue
Menomonie, WI 54751

Thursday, October 25

2-4 pm OR 6-8pm

Sacred Heart Hospital
Rotunda
900 W. Clairemont Avenue
Eau Claire, WI 54701